

June 9, 2017

<<First Name>> <<Last Name>>  
<<Address>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

**Important Activation Information**

**[www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)**

Activation Code: <<CODE>>

Engagement Number: PC-418

*Notice of Data Breach*

Dear <first name> <last name>,

Washington State University is committed to protecting the security and confidentiality of your personal information. Regrettably, we are writing to inform you about an incident involving some of your information that may have been accessed without authorization. Washington State University takes this incident very seriously. We want to provide you with information about what happened and help you take steps to protect yourself and your personal information.

*What Happened*

On April 21, 2017, Washington State University learned that a locked safe containing a hard drive had been stolen. Immediately upon learning of the theft, we initiated an internal review and notified local law enforcement. On April 26, we confirmed that the stolen hard drive contained personal information from some survey participants and, as a result, we retained a leading computer forensics firm to assist in the investigation.

*What Information Was Involved*

The hard drive was used to store backed-up files from a server used by our Social & Economic Sciences Research Center (SESRC). We know that not all of the information on the drive was encrypted and we have determined that the hard drive contained some of your personal information, including your name, address<variable data>.

*What We Are Doing*

We are committed to making improvements in our procedures and practices to help prevent this type of incident from happening again. Specifically, we will strengthen our information technology operations by completing a comprehensive assessment of IT practices and policies, improving training and awareness for university employees regarding best practices for handling data, and employing best practices for the delivery of IT services.

*What You Can Do*

We have no indication that the information on the hard drive has been accessed or misused in any way. However, as a precaution, we are notifying you of this incident and offering you a complimentary one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. For more information on ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take, please see the page that follows this letter.

*For More Information*

If you have any questions, please call 1-(866) 523-9195, Monday through Friday, from 8:00 a.m. to 6:00 p.m. Pacific Time.

As president of Washington State University, I deeply regret that this incident occurred and am truly sorry for any concern it may cause you.

Sincerely,

A handwritten signature in black ink, reading "Kirk H. Schulz". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Kirk H. Schulz  
President

### How to Activate Your ProtectMyID Membership

1. **ENROLL** by: **September 13, 2017** (Your code will not work after this date.)
2. **VISIT** the ProtectMyID website to enroll: **[www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)**
3. **PROVIDE** your Activation Code (your code is in the top right corner of page one of this letter).

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: **PC-418**

### Additional Details Regarding Your 12-Month ProtectMyID Membership

A credit card is not required to enroll in ProtectMyID. Once activated your ProtectMyID membership includes the following features:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax®, and Transunion® credit files for indicators of fraud.
- **Fraud Resolution:** Toll-free access to U.S.-based customer care and Identity Theft Resolution agents who are available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of fraud resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

### Additional Steps You Can Take

Even if you choose not to take advantage of the complimentary credit monitoring service we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

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\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW  
Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.